

Frequently asked questions about Concur

What is Concur?

Concur is new expense management software used for requesting travel, booking travel, getting reimbursed for travel expenses, and managing p-card transactions.

Is Concur ADA compliant (508)?

Yes, Concur meets all ADA 508 requirements.

Can I still book travel through the State Travel Office?

Yes, you can book travel through the State Travel Office or through the booking tool in Concur.

Can we book hotels outside of Concur or the State Travel Office?

Only if you're booking a conference hotel. You can book rooms directly with a conference hotel as long as the nightly rates are within 3 times the GSA rates.

For all other hotels, you need to book through the booking tool in Concur or the State Travel Office. If all hotel rates are over 3 times the GSA rates in Concur, then book through the State Travel Office instead.

Do I need to use Concur to get my travel approved?

We don't require agencies to use Concur for approving in-state travel, but we do require agencies to use Concur for approving out-of-state travel.

If your agency is under the executive branch or judicial branch or your agency chose to use Concur, then you need to use Concur for approving out-of-state travel.

Do I need to use Concur to get reimbursed?

If your agency is under the executive branch or judicial branch or your agency chose to use Concur, then you need to use it to request reimbursement for travel expenses.



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What is a travel request, reimbursement request, and p-card reconciliation?

“Travel request” is the general term for asking permission to travel for state business. In Concur, travel requests are labeled “requests.” Those who can’t use Concur use form FI5.

“Reimbursement request” is the general term for requesting payment for travel expenses. In Concur, reimbursement requests are labeled “reports.” Those who can’t use Concur use forms FI51, FI48, and FI40.

“P-card reconciliation” is the general term for making sure p-card transactions are accounted for correctly. In Concur, p-card reconciliations are also labeled “reports,” but users must choose PCard Policy from the policy drop-down menu to create the correct type of report.

Do I need to use Concur to manage my p-card transactions?

Yes, all state employees who have p-cards need to use Concur to manage their p-card transactions.

How often should I submit a p-card reconciliation in Concur?

You should submit a p-card reconciliation once a month.

What is the process for booking emergency in-state travel?

To travel in state, you must get verbal or written approval from your assigned approver. You don’t need to submit a travel request in Concur unless your agency requires it. You do still need to book your hotel through the booking tool in Concur or the GovOps Travel Office.

Will someone still need to download p-card statements from US Bank?

No, p-card transactions are loaded into Concur from US Bank each day, and employees won’t be able to delete or modify p-card transactions in Concur.

Are airfare and service fees still paid for with the BTA card?

No, the lodge card is replacing the BTA card. The lodge card is an account that all airline tickets and service fees are charged to.

What if the city I'm traveling to isn't listed in Concur?

Choose the closest city to your destination. If you're entering mileage, use the mileage calculator and add the exact addresses.

What are the service fees for each transaction in Concur?

When travelers book their own trips in Concur, the service fees are \$17 for trips that include airfare or \$8 for trips that don't include airfare but do include a car or hotel.

When the State Travel Office books a traveler's trip for them, the service fees are \$27 for trips that include airfare or \$8 for trips that don't include airfare but do include a car or hotel.

How many days do managers have to approve a travel or reimbursement request?

Approvers have 7 calendar days to approve requests. If an approver misses the 7 day deadline, the request is bumped to the next approver in the process. The next approver will see a note saying that an approver was skipped.

Can I change a processed payment in Concur?

No, once a payment has been processed, it can't be changed; any payment adjustments need to be made in FINET. However, documentation can still be added to Concur travel or reimbursement requests even after they've been approved and payments have been processed.

What is the retention schedule in Concur?

All transactions and uploaded documentation are stored in Concur for 10 years. After 10 years, personal identifiable information is removed and transaction information like dollar amount, vendor, and coding is kept.